

Department: Community Services **Program Contact:** Erin Grahek
Program Offer Type: Existing **Program Offer Stage:** Adopted
Related Programs: 90005, 90006, 90008, 90009
Program Characteristics:

Executive Summary

The Multnomah County Animal Services (MCAS) Animal Care program provides humane shelter 365 days a year for lost, stray, injured, sick, abandoned, abused and neglected animals in Multnomah County. The program reunites animals with their owners and adopts animals into new homes. The primary goal for Animal Care is providing excellence in shelter care that supports the health and welfare of animals and supports the transition of animals from the shelter back to their owners, or into new homes when necessary.

Program Description

The Animal Care program provides comprehensive care to all animals in need of sheltering within Multnomah County, maintaining a clean, comfortable, safe and healthy environment with a focus on providing medical and behavioral support from the time of admission until the animal is either reunited with its owner, placed in a new home, transferred to regional adoption partners and rescues, or other outcomes.

In addition to providing shelter for stray, lost, sick, and injured animals in Multnomah County, Animal Care provides emergency boarding services for pets of underserved community members who are in crisis facing circumstances ranging from eviction, hospitalization, domestic violence, arrest, or other unforeseen events.

Animal Care provides pet adoption services based on the Adopters Welcome model from the Humane Society of the United States, which focuses on matching animals with new owners by eliminating barriers such as income or residence checks and excessive adoption fees. The adoption model embraces adopters and helps them succeed by providing ongoing support. Animal Services is working to prevent adoption returns for preventable conditions by developing pilot programs to expand post-adoption support to include enhanced transitional medical and behavioral support.

To produce the best outcomes and prevent behavioral deterioration, Animal Care conducts low stress behavior and medical evaluations at the time of intake, and works alongside Animal Health to provide interventions and treatments to address behavioral or medical concerns as early as possible. This results in better outcomes for animals and prevents behavioral deterioration in a stressful shelter environment.

Animal Care coordinates with volunteers in the shelter to provide enrichment, care and support to shelter animals as well as volunteer foster homes for animals in need of behavioral or medical rehabilitation, management, or socialization, and coordinates animal transfers with over 50 partner agencies to facilitate transfer of animals to appropriate services.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Average length of stay (in days)	30	18	20	18
Outcome	Live Release Rate - Dogs (calendar year)	91%	92%	92%	92%
Outcome	Live Release Rate - Cats (calendar year)	88%	85%	89%	89%
Output	Emergency boarding provided (number of animals)	346	375	325	375

Performance Measures Descriptions

Live release rate is an industry benchmark that represents the percent of all animals returned to an owner, adopted or transferred. A lower average length of stay number creates a better long-term outcome for the animal. Emergency boarding represents the number of pets provided boarding when an owner experiences an unanticipated crisis and is temporarily unable to care for them.

Legal / Contractual Obligation

Oregon Revised Statute (ORS) 609.010 to 609.190 pertains to Animal Control mandates, which includes impoundment and shelter requirements for violations. ORS 433.340 - 433.390 pertains to Rabies Control which includes: requirements to report animal bites, impoundment, quarantine and disposition requirements. Multnomah County Code (MCC) 13.505-13.506 pertains to impoundment and disposition of animals. MCC 13.153 pertains to facility and housing standards for animals.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$2,212,840	\$0	\$2,377,787	\$185,957
Contractual Services	\$7,000	\$734,792	\$7,000	\$587,154
Materials & Supplies	\$106,780	\$227,464	\$103,780	\$272,928
Internal Services	\$1,284,215	\$0	\$1,321,662	\$0
Cash Transfers	\$0	\$674,536	\$0	\$0
Unappropriated & Contingency	\$0	\$1,099,394	\$0	\$1,425,768
Total GF/non-GF	\$3,610,835	\$2,736,186	\$3,810,229	\$2,471,807
Program Total:	\$6,347,021		\$6,282,036	
Program FTE	21.00	0.00	21.00	1.00

Program Revenues				
Fees, Permits & Charges	\$0	\$225,000	\$0	\$25,000
Other / Miscellaneous	\$0	\$165,000	\$0	\$165,000
Financing Sources	\$174,536	\$0	\$0	\$0
Interest	\$0	\$16,800	\$0	\$23,000
Beginning Working Capital	\$0	\$2,329,386	\$0	\$2,258,807
Total Revenue	\$174,536	\$2,736,186	\$0	\$2,471,807

Explanation of Revenues

In the General Fund, revenue represents the cash transfer from the Animal Services Fund (Other Funds) to the General Fund. It includes revenue from adoptions as well as impound and boarding fees. In response to the community impacts of COVID-19, Animal Services has temporarily suspended the assessment of impound and boarding fees in order to remove barriers for pet owners reuniting with lost pets. Other/Misc revenue represents the division's estimate of donation funds received during the year relating to the following initiatives: Animal Care (aka "Dolly's Fund", Adoption Outreach, Capital Improvements, Spay Neuter, Rehab/Replacement of the Animal Shelter).

Significant Program Changes

Last Year this program was: FY 2023: 90007 Animal Services Animal Care

The program is continuing the process of a Facility Master Plan to explore the replacement or renovation of the existing shelter. Funding to support this plan is supported through the Animal Control Capital Donation Fund (Shelter Dreams Account/Dedicated Revenue). In order to better inform the plan, Animal Services is partnering with the University of Wisconsin Shelter Medicine Program. A primary goal of the partnership is to review and evaluate internal processes to ensure excellence in the quality of care provided for animals in the shelter, including prioritizing behavioral and medical needs, providing enhanced enrichment, shortening length of stay, and improving re-homing processes.

1 FTE is reallocated from PO 90005A to other funds in PO 90007A in order to meet the department's General Fund constraint. This position will be asked to be reinstated with General Funds in FY 2025.